

## General Questions Concerning Fruits and Vegetables Vouchers (FVV)

### Training Tool for Local Agency Staff and Vendors



1. **What is a Fuir & Vegetable voucher (FVV)?** A FVV is a voucher or warrant/check for a set dollar amount that can be redeemed by the participant for the purchase of fruits and vegetables.
2. **What are items that cannot be purchased with a FVV?** Any variety of white potatoes, canned or frozen vegetables with added sugar, salt, fats, oils; fruits and vegetables from the salad bar or party platters; catsup or other condiments, creamed sauce vegetable, pickled vegetables; canned legumes; soups; juices; and fruit leathers and fruit roll-ups. **See “New WIC Food List Specifications, Appendix 1” for the full list of items that cannot be purchased using a FVV.**
3. **What do I do if a WIC participant goes over the dollar amount on the FVV?** Politely inform the participant that they can choose to pay the difference by using cash, credit, debit, personal check, or Food Stamp/SNAP (Supplemental Nutrition Assistance Program) EBT card; or return some items.  
If a participant pays the difference with their own funds, do NOT enter in the amount that is over the maximum value of the FVV on the face of the check. Rather, enter in the total purchase price of the fruit/vegetable transaction or the maximum value of the FVV, whichever is less, into the Actual Purchase Price box on the face of the FVV.
4. **What do I do if a participant is cashing more than one FVV at a time?** FVVs can be combined and used to pay a single transaction. **However, no change can be given to the participant if their fruits and vegetable purchase cost less than the value of their FVVs.**
5. **Is there an expiration date on FVVs?** Yes. FVVs are good only for 30 days from the date of issue. The vendor has 60 days to deposit them to his account.
6. **If a participant returns items purchased with an FVV and demands cash back, what should I do?** Do not allow the participant to do so. This is a serious violation of WIC regulations subject to fines and or termination from WIC for both vendor and participant. Instead, politely inform the participant that you are unable to process their request as it is against WIC rules. Refer them to their local WIC clinic. Inform the WIC clinic so they can help educate the participant appropriately.
7. **Are there other places where WIC participants can use their FVVs?** Yes. FVVs can be redeemed at authorized Farmers’ Markets, Farm Stands, and Farmers during the Farmers’ Market season June – October, in areas of the state where authorized Farmers’ Markets, Farm Stands, and Farmers operate. **Farmers’ Markets, Farm Stands and Farmers cannot accept FVVs until June 30, 2010. In the meantime, WIC participants can redeem their FVVs at an authorized WIC vendor only.**



Please contact your local WIC clinic if you have any questions about cash-value vouchers or their use.

WIC is an equal opportunity provider.